



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

BWI OPERATIONS MEMO	
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PRIORITY: High	

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Policy Analysis and Program Implementation Section

SUBJECT: MEDICAL ASSISTANCE IDENTIFICATION CARDS

CROSS REFERENCE: BWI Operations Memo 99-56

EFFECTIVE DATE: Immediately

PURPOSE

This memo describes the state and local agency process that will be followed for undeliverable Medicaid (MA) plastic (Swipe) ID cards.

BACKGROUND

Beginning during the July MA ID card print cycle at EDS, MA Swipe Cards are being produced for MA recipients with residence in one of ten southern county agencies that agreed to 'pilot' the card for the months of August through October. At card print in October, MA Swipe Cards will be produced for all recipients in Wisconsin and the paper MA ID Card will be obsolete.

In the past, when a paper MA ID card was printed, the return address of the agency that certified eligibility for that MA recipient was used. With MA Swipe Cards, the return address used is a special post office box for EDS, the MA fiscal agent. This was done so the cards could be 'de-activated' and a new card could be issued when the delivery problem was resolved. In the 'start up' period, when EDS is sending out the Swipe Card for the first time, we will have a higher-than-usual number of returned cards.

DISCUSSION

There are a number of reasons why a card is returned to EDS. EDS staff will categorize returned cards and enter a card status into the Swipe Card database, based upon the following designations:

Card Status Reason	Description
80	Returned Card with address change already on EDS file
81	Refused by Recipient
90	Moved, left no forwarding address
91	Address does not exist
92	Moved, left a forwarding address
93	Mail Not Deliverable

We want to set up an automated system to handle the undeliverable MA Swipe Cards, but such changes will take time to accomplish. In the interim, we need to have a process that will assure that:

- Undeliverable cards are delivered in the shortest amount of time to the recipient
- The eligibility worker has the most up-to-date information about the recipient's living arrangement
- Addresses on CARES are updated appropriately.

In order to accomplish these objectives, EDS will check each returned Card to determine if the address on the returned envelope is different than the address on their file.

1. If they the two addresses are different, EDS staff will deactivate the returned card, code the card status as '80' and send a new card to the recipient's new address.
2. When the address on EDS' system matches the address on the returned envelope, EDS will determine which Card Status Code (81, 90, 91, 92, or 93) should be entered on their database. Then the EDS staff will de-activate the card and then write the Card Status Code assigned onto the returned envelope (with the enclosed card carrier).
 - a. All '92' envelopes (with the enclosed card carrier) will be batched together and returned to the local agency CARES coordinator. The CARES Coordinator should then distribute to the workers for these cases and instruct the worker to decide what to do with the case. Since the forwarded address is placed on the envelope by post office staff, in most cases the worker should be able to enter the new address onto CARES. This will generate a demographic information change transaction to MMIS. When the address transaction reaches the MMIS system, MMIS will send out a new activated card to the correct address.

In some cases, the client will have moved and not reported the move to the worker. In some cases, this means that the client is no longer a resident of that county and a case transfer needs to be done. In other cases, the client may have moved out of state and the case should be closed.

- b. All 81, 90, 91 and 93 returned envelopes (with the enclosed card carrier) will be batched together and returned to the local agency CARES Coordinator. The CARES Coordinator should then distribute to the workers for these cases and instruct the worker to decide what action to take. The worker will need to figure out if the address has changed and been reported, the client needs to be contacted, or if the MA eligibility needs to be terminated due to a loss of contact.

We will be developing an automated process to handle the worker notification when a Swipe Card is undeliverable soon. At that time, another Operations Memo will be distributed explaining the new process.

CONTACT

If you have any questions, please contact CARES/Policy Call Center.